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ABSTRACT

Each semester, the College of the Canyons (California) surveys all students enrolled in occupational courses. This information has three primary purposes: (1) the survey results are used in determining funding through the Vocational and Technical Education Act (VTEA); (2) beginning in fall 2000, the College expanded the survey to include students' educational goals, major, preferred class times, and satisfaction with the College for the purpose of informing program improvement efforts; and (3) the information is used in many of the reports required by the California Community Colleges Chancellor's Office, as well as other state and federal agencies. Of the 355 class sections surveyed, completed questionnaires were received from 273 sections, a response rate of 77%. Overall, student satisfaction was high. Students rated their satisfaction with services provided by the following areas as "satisfied" or "very satisfied": facilities (72%), course offerings (70%), instructional equipment (64%), student support and assistance (62%), and class availability (48%). The top 5 major programs of study were business management (308), child development (239), nursing (224), fire science (140), and administration of justice (121). Fall 2001 was the first semester that the survey included household income and number of persons in household. Using the U.S. Census, 19% of the 3,060 respondents met the poverty threshold. Appended are the survey instrument, response frequencies, summary counts of responses, and open-ended responses. (Author)

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COLLEGE OF THE CANYONS

Santa Clarita Community College District
26455 Rockwell Canyon, Santa Clarita, CA 91355

Institutional Development and Technology

Occupational Programs Student Survey – Fall 2002

Report # 128

Daylene M. Meuschke, M.A.
Barry C. Gribbons, Ph.D.

January 2003

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COLLEGE OF THE CANYONS

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Occupational Programs Student Survey
Fall 2002

Executive Summary

Each semester the Institutional Development and Technology (IDT) office, in cooperation with the Dean of Occupational Programs, surveys all students enrolled in courses identified as occupational. This information has three primary purposes. First, the survey results are used in determining funding through the Vocational and Technical Education Act (VTEA). Second, beginning in Fall 2000, IDT expanded the survey to include students' educational goals, major, preferred class times, and satisfaction with College of the Canyons for the purpose of informing program improvement efforts. Third, the information gathered by this survey is used in many of the reports required by the California Community College Chancellor's Office, as well as other state and federal agencies.

Of the **355** class sections surveyed, completed questionnaires were received from **273** sections, which resulted in a response rate of **77** percent.

Overall, student satisfaction was high. Students rated their satisfaction with services provided by the following areas as "satisfied" or "very satisfied":

- Facilities (72%)
- Course Offerings (70%)
- Instructional Equipment (64%)
- Student Support and Assistance (62%)
- Class Availability (48%)

The top five major programs of study were:

- Business Management (308)
- Child Development (239)
- Nursing (224)
- Fire Science (140)
- Administration of Justice (121)

The next ten highest-ranking major programs of study as indicated by the number of students in parenthesis were *Interior Design* (103), *Computer Information Technology* (97), *Bookkeeping / Accounting* (84), *Computer Networking* (77), *RTVF* (74), *Photography* (73), *EMT* (65), *Computer Science* (60), *Graphic Design* (59) and *Real Estate* (58).

Preferred class times indicated by students continue to be between 8 AM and noon (53%), classes beginning after 5 PM (41%), between noon and 5 PM (30%), on-line (13%), short-term (11%), weekends (9%), and classes beginning before 8 AM (7%). The results support the scheduling strategy of the college.

The ***six highest-ranking programs or services***, as indicated by the number in parenthesis which students receive services from were:

- Financial Aid (405)
- Tutoring (169)
- EOPS (115)
- DSPS (81)
- Other Economic Public Asst (45)
- ESL (37)

Using the U.S. Census Poverty Thresholds (2000), **19 percent** of the 3,060 respondents met the ***poverty threshold***.

The Fall 2002 semester was the first time that IDT included questions which asked students to indicate if they have previously cared for their home and families without pay and are now self-supporting and if they are single pregnant women. Fall 2001 was the first semester that IDT included household income, number of individuals in the household, number of children under 18 years of age and computed the poverty threshold. This was the fourth semester that the Dean of Occupational Programs and IDT included major, satisfaction and preferred time of classes in the survey. These additions will be highly useful to Occupational Programs. However, these findings may not be generalizable to the entire student population. The college may consider performing such a query of all currently enrolled students each semester.

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This project was made possible through the efforts of many dedicated people at College of the Canyons! Special thanks goes to:

- Valerie Stead, a COC college assistant, for assisting with survey distribution and scanning,
- Maria Rodriguez, a COC college assistant, for assisting with survey distribution and scanning, and

Barry Gribbons and Daylene M. Meuschke

Introduction

Each semester the Institutional Development and Technology (IDT) office, in cooperation with the Dean of Occupational Programs, surveys all students enrolled in courses identified as occupational. This information has three primary purposes. First, the survey results are used in determining funding through the Vocational and Technical Education Act (VTEA). Second, beginning in Fall 2000, IDT expanded the survey to include students' educational goals, major, preferred class times, and satisfaction with College of the Canyons for the purpose of informing program improvement efforts. Third, the information gathered by this survey is used in many of the reports required by the California Community College Chancellor's Office, as well as other state and federal agencies.

Methods

A list was compiled of all COC classes with a Student Accountability Model (SAM) Priority Code of A, B, C, or D, which includes all occupational courses for Fall 2002. The questionnaire contained both open- and closed-ended questions, and allowed participants to respond freely to the various questions asked. Starting in the Fall 2002 semester, the question assessing students' educational goals was omitted from the Occupational Program Student Survey. This question was collected by other means (e.g., registration). Two new items were added to further assess students' economic needs. The additional questions were ***Have you previously cared for your home and family without pay and are now supporting yourself*** and ***Are you a single pregnant woman.*** Response alternatives for the additional items were "Yes" or "No". Finally, question 3 which asks individuals to indicate the services they receive was modified to include five (5) new services (Food Stamps, HUD Section 8 Housing Assistance, Medical / Medicaid, TANF – Temporary Assistance for Needy Families and Other Economic Public Assistance).

Of the **355** class sections surveyed, completed questionnaires were received from **273** sections (3,060 unduplicated students). This resulted in a class response rate of **77** percent. Completed questionnaires were coded and tabulated using Remark, SPSS and Excel. Refer to Appendix A for a copy of the questionnaire and Appendix B for a listing of the summary counts of response frequencies.

Major Findings

Major Program of Study

Students were asked to choose their major program of study (see Table 1).

Table 1: Major Program of Study

Program of Study	Counts	Program of Study	Counts
Administration of Justice	121	**Graphic Design**	59
Administrative Asst/Secretary	16	**Hotel-Restaurant Mgmt.**	33
Animation	55	**Interior Design**	103
Architecture	45	**Journalism**	35
Athletic Training	24	**Library Media Technology**	22
Biotechnology	30	**Manufacturing Technology**	26
Bookkeeping/Accounting	84	**Marketing / Sales**	29
Business Management	308	**Medical Assistant**	16
Child Development	239	**Multimedia**	33
Computer Electronics	21	**Nursing**	224
Computer Info. Technology	97	**Photography**	73
Computer Networking	77	**Quality Technology**	11
Computer Science	60	**Real Estate**	58
Drafting Technology	22	**RTVF**	74
EMT	65	**Welding**	56
Environmental Control	17	**Other Stated Responses**	625
Fire Science	140		

Note: Total respondents was 2,906.

The top five major programs of study were:

- Business Management (308)
- Child Development (239)
- Nursing (224)
- Fire Science (140)
- Administration of Justice (121).

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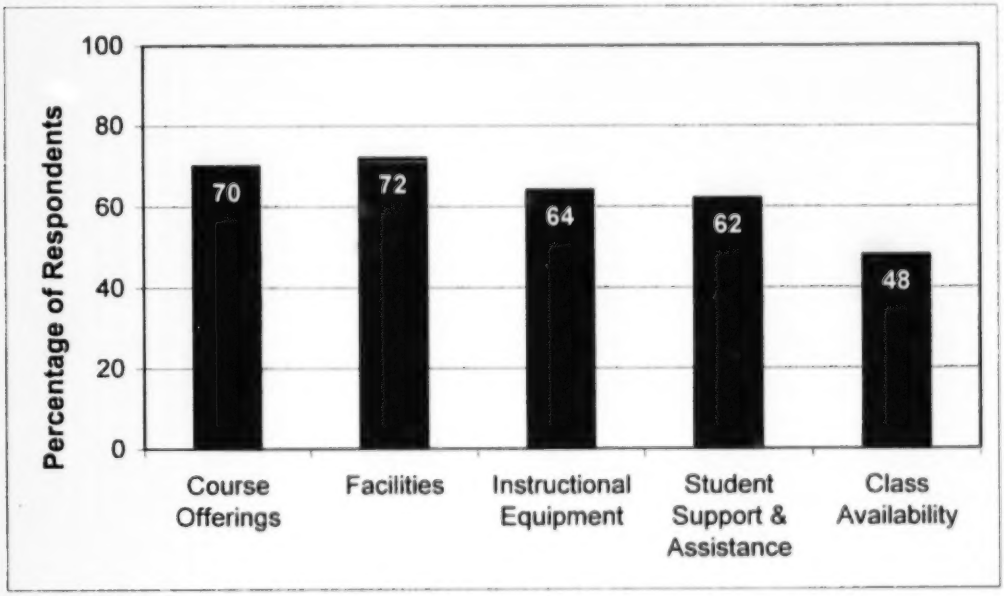
Student Satisfaction

Respondents were asked to rate their satisfaction with various aspects of College of the Canyons. Figure 1 reports the percent of students who responded with "satisfied" or "very satisfied." Facilities received the highest satisfaction rating (72%), followed by, course offerings (70%), instructional equipment (64%), student support and assistance (62%), and class availability (48%).

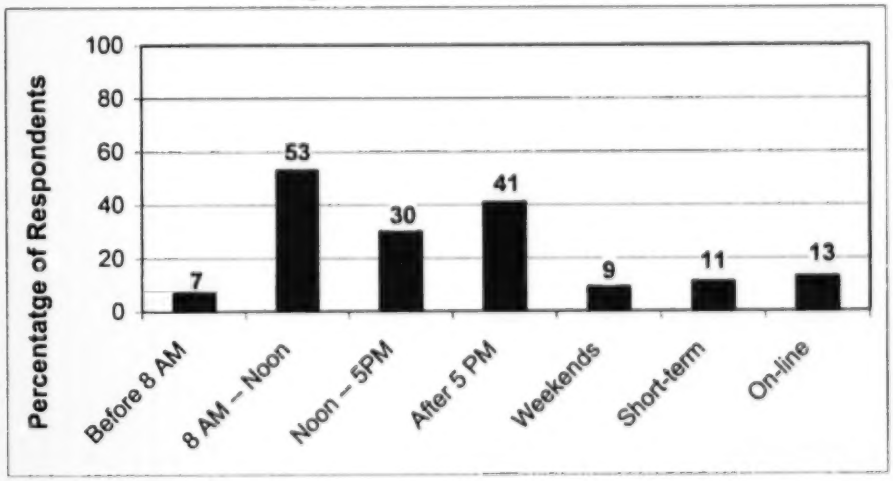
Figure 1: Student Satisfaction



Preferred Class Times

Morning classes after 8 AM (53%) and classes after 5 PM (41%) and were the most popular, followed by classes between noon and 5 PM (30%), on-line classes (13%), short-term (11%), weekends (9%), and before 8 AM (7%).

Figure 2: Preferred Class Times



Note: Percentages total more than 100% because respondents could choose multiple times.

Programs and Services Received

In order to continue receiving VTEA funding, students were asked whether they received assistance from various programs and services. Table 2 shows the count of respondents who answered "yes." Students were allowed to mark more than one program or service.

Table 2: Programs and Services Received

Program or Service	Count
*Any type of public assistance	492
Financial Aid	405
Tutoring	169
EOPS	115
DSPS	81
Other Economic Public Assistance	45
English as Second Language	37
MESA	32
Food Stamps	31
Cal-Works	26
Supplemental Security Income	20
AFDC	12
New Horizons	9
General Assistance	8
Foster Care	7
HUD Section 8 Housing Assist.	5
TANF (Temp Asst for Needy Families)	2

*Respondents were asked to indicate if they receive any type of public assistance including, but not limited to the financial aid, assistance and benefits listed above.

Other Financial Data for VTEA Funding

In order to continue receiving VTEA funding, students were asked to indicate the number of individuals in their household, the number of children under 18 years of age and total household income for the previous year. Tables 3, 4, and 5 show the counts for household income, individuals in the household and number of children under 18 years of age. Using this data the percentage of individuals who met the ***poverty threshold*** was **19 percent** (US Census Poverty Thresholds, 2000).

Table 3: Household Income

Household Income*	Count
Less than $ 8,794	310
$8,795 to $11,239	139
1,240 to $13,739	115
$13,740 to $17,604	112
$17,605 to $20,819	104
	121
$23,530 to $26,754	94
	91
0 to $38,322	177
323 and above	1478
*Total respondents 2,743	

Table 4: Number of Indivi

Individuals in Household*	
1	268
2	451
3	660
4	874
5	445
6	202
7	52
8	20
9 or more	23
*Total respondents 2,996	

Table 5: Number of Individuals in Household Under 18 Years of Age

Under 18 Years of Age*	Count
1	832
	502
	141
4	49
5	12
6	4
7	1
8	1
9 or more	6
*Total respondents 1,549	

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Table 6: Number of Individuals Who Have Previously Cared for Their Home and Family Without Pay and Are Now Supporting Themselves

Themselves*	
Yes	**494**
No	**2400**
*Total respondents 2,894	

Table 7: Number of Individuals Who Are Single Pregnant Women

Is Who Are Single Pregnant Women*	Count
Yes	**25**
No	**2860**
*Total respondents 2,885	

Conclusions

Overall, student satisfaction was high. Students rated their satisfaction with services provided by the following areas as "satisfied" or "very satisfied":

- Facilities (72%)
- Course Offerings (70%)
- Instructional Equipment (64%)
- Student Support and Assistance (62%)
- Class Availability (48%)

The top five major programs of study as indicated by the number of students in parenthesis were:

- Business Management (308)
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- Nursing (224)
- Fire Science (140)
- Administration of Justice (121)

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Preferred class times indicated by students continue to be between 8 AM and noon (53%), classes beginning after 5 PM (41%), between noon and 5 PM (30%), on-line (13%), short-term (11%), weekends (9%), and classes beginning before 8 AM (7%). The results support the scheduling strategy of the college.

The ***six highest-ranking programs or services***, as indicated by the number in parenthesis which students receive services from were:

- Financial Aid (405)
- Tutoring (169)
- EOPS (115)
- DSPS (81)
- Other Economic Public Asst (45)
- ESL (37)

Using the U.S. Census Poverty Thresholds (2000), **19 percent** of the 3,060 respondents met the ***poverty threshold***.

The Fall 2002 semester was the first time that IDT included questions which asked students to indicate if they have previously cared for their home and families without pay and are now self-supporting and if they are single pregnant women. Fall 2001 was the first semester that IDT included household income, number of individuals in the household, number of children under 18 years of age and computed the poverty threshold. This was the fourth semester that the Dean of Occupational Programs and IDT included major, satisfaction and preferred time of classes in the survey. These additions will be highly useful to Occupational Programs. However, these findings may not generalizable to the entire student population. The college may consider performing such a query of all currently enrolled students each semester.

Appendix A: Survey Instrument

9 September 2002

Dear Instructor:

We need your assistance in gathering essential information from your students through this survey.

At the *beginning* of your next class, please read the section below to the students to convey the importance of the survey and then distribute the survey. Once the surveys are completed, seal them in the original envelope and return them to the *Office of Institutional Development and Technology* A-building mailbox no later than Monday, 23 September 2002. (Since confidential student identification numbers will be listed on the completed surveys, it is important that the return envelopes be sealed.)

Thank you for your help in administering this important evaluation tool. You did an outstanding job last semester and your efforts were reflected in the outstanding completion and return percentages. Let's keep it up!

Dear Students:

Each semester a survey is conducted of all students enrolled in Occupational Program courses. The survey is intended to fulfill two purposes: 1) To gather feedback on our occupational programs, and 2) To identify specific information about students upon which certain funding is based. This information is necessary to help us improve our programs.

While participation in the survey is voluntary, the information you provide is extremely useful to program planning, and enables COC to receive all of the funding for which we are eligible. Any student who declines to complete the survey will not suffer a loss of benefits or services.

You are requested to provide identifying information in the form of a student ID number or social security number. As with the other questions on the survey, you are under no obligation to list this information; however, listing this information allows COC to obtain all eligible funds to support our programs. All personal information will be kept confidential.

Please be sure to use only blue or black ink to fill in your answers. When completed, fold the survey with the print to the inside and return it to your instructor.

Thank you for participating in this very important survey.

Sincerely,

Gina LaMonica, Ed.D.
Dean, Occupational Education

Appendix A: Survey Instrument

College of the Canyons

Occupational Programs - Student Survey
Fall 2002

Dear Student:

We need your assistance in gathering vital information that will be used to determine the amount of funding the college will receive for its vocational programs. Your response will be held in the strictest professional confidence. If you have any questions regarding this request, please do not hesitate to contact Dr. Gina LaMonica, Dean of occupational Programs at (661) 362-3479.

****Attention**** Fill out only ***ONE*** survey per semester.

For each answer, please fill in marks like this: ● not like this: ✗ ⊘ ✓ Use pencil or dark ink.

1. List *either* your Student ID number ___ ___ ___ ___ ___ ___ ___

   or list your Social Security Number: ___ ___ ___ - ___ ___ - ___ ___ ___ ___

2. Do you currently receive any type of public assistance including, but not limited to the financial aid, assistance and benefits listed below?

   Yes. O O No.

3. Mark all areas or services through which you currently receive assistance.

O AFDC	O Food Stamps	O New Horizons
O CalWORKs	O Foster Care	O SSI -Supplemental Security Income
O DSPS	O GA - General Assistance	O TANF – Temp Asst for Needy Families
O ESL - English as a Second Language	O HUD Section 8 Housing Assistance	O Tutoring
O EOPS	O Medical / Medicaid	O Other Economic Public Assistance
O Financial Aid (Pell, BOGG, or other)	O MESA	

Concerning the following questions: If your parents for income tax purposes claimed you as a dependent, base your answers on your parents' household income. If no one other than yourself claimed you as a dependent for tax purposes, base your answers on your own household income.

4. Have you previously cared for your home and family without pay and are now supporting yourself?

   Yes O O No

5. Are you a single pregnant woman?

   Yes O O No

6. What was your total household income last year?

O Less than $8,794	O $13,740 to $17,604	O $23,530 to $26,754
O $8,795 to $11,239	O $17,605 to $20,819	O $26,755 to $29,699
O $11,240 to $13,739	O $20,820 to $23,529	O $29,700 to $38,322
		O $38,323 and above

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7. How many individuals are in your household?

O 1	O 4	O 7
O 2	O 5	O 8
O 3	O 6	O 9 +

8. How many in the household are under 18 years of age?

O 1	O 4	O 7
O 2	O 5	O 8
O 3	O 6	O 9 +

7. When do you prefer to attend classes? (Mark all that apply.)

O Early morning (Before 8 am)	O Mornings (8 AM – Noon)	O Afternoons (Noon – 5 PM)	O Evenings (After 5 PM)
O Weekends	O Accelerated/Short Term	O Online	

8. Please indicate your major program of study. (Mark only one.)

O Admin of Justice	O Comp Electronics	O Hotel-Restaurant Management	O Photography
O Administration Asst Secretary	O Computer Info Technology	O Interior Design	O Quality Technology
O Animation	O Comp Networking	O Journalism	O Real Estate
O Architecture	O Computer Science	O Library Media Technology	O RTVF
O Athletic Training	O Drafting Technology	O Manufacturing Technology	O Welding
O Biotechnology	O EMT	O Marketing & Sales	O Other (list below)
O Bookkeeping / Accounting	O Environmental Control	O Medical Assistant	_____
O Business Management	O Fire Science	O Multimedia	
O Child Development	O Graphic Design	O Nursing	

9. Please indicate how satisfied you are with services provided in each of the following areas?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Course Offerings	O	O	O	O	O
Student Support & Assistance	O	O	O	O	O
Class Availability	O	O	O	O	O
Instructional Equipment	O	O	O	O	O
Facilities	O	O	O	O	O
Other _____	O	O	O	O	O

Thank you for your participation in this important survey!

Appendix B: Response Frequencies – Summary of Counts

College of the Canyons

Occupational Programs - Student Survey
Fall 2002

Dear Student:

We need your assistance in gathering vital information that will be used to determine the amount of funding the college will receive for its vocational programs. Your response will be held in the strictest professional confidence. If you have any questions regarding this request, please do not hesitate to contact Dr. Gina LaMonica, Dean of occupational Programs at (661) 362-3479.

****Attention**** Fill out only ***ONE*** survey per semester.

For each answer, please fill in marks like this: ● not like this: ✖ ∅ ✓ Use pencil or dark ink.

1. List *either* your Student ID number ___ ___ ___ ___ ___ ___ ___

   or list your Social Security Number: ___ ___ ___ - ___ ___ - ___ ___ ___ ___

2. Do you currently receive any type of public assistance including, but not limited to the financial aid, assistance and benefits listed below?

   Yes. **492** **2463** No.

3. Mark all areas or services through which you currently receive assistance.

12	AFDC	**31**	Food Stamps	**9**	New Horizons
26	CalWORKs	**7**	Foster Care	**20**	SSI -Supplemental Security Income
81	DSPS	**8**	GA - General Assistance	**2**	TANF – Temp Asst for Needy Families
37	ESL - English as a Second Language	**5**	HUD Section 8 Housing Assistance	**169**	Tutoring
115	EOPS	**74**	Medical / Medicaid	**45**	Other Economic Public Assistance
405	Financial Aid (Pell, BOGG, or other)	**32**	MESA		

Concerning the following questions: If your parents for income tax purposes claimed you as a dependent, base your answers on your parents' household income. If no one other than yourself claimed you as a dependent for tax purposes, base your answers on your own household income.

4. Have you previously cared for your home and family without pay and are now supporting yourself?

   Yes **494** **2400** No

5. Are you a single pregnant woman?

   Yes **25** **2860** No

6. What was your total household income last year?

310	Less than $8,794	**112**	$13,740 to $17,604	**94**	$23,530 to $26,754
139	$8,795 to $11,239	**104**	$17,605 to $20,819	**91**	$26,755 to $29,699
115	$11,240 to $13,739	**121**	$20,820 to $23,529	**177**	$29,700 to $38,322
				1478	$38,323 and above

7. How many individuals are in your household?

268	1	**874**	4	**52**	7
451	2	**445**	5	**20**	8
660	3	**202**	6	**23**	9 +

8. How many in the household are under 18 years of age?

832	1	**49**	4	**1**	7
502	2	**12**	5	**1**	8
141	3	**4**	6	**6**	9 +

7. When do you prefer to attend classes? (Mark all that apply.)

205	Early morning (Before 8 am)	**1613**	Mornings (8 AM – Noon)	**915**	Afternoons (Noon – 5 PM)	**1264**	Evenings (After 5 PM)
287	Weekends	**325**	Accelerated/Short Term	**397**	Online		

8. Please indicate your major program of study. (Mark only one.)

121	Admin of Justice	**21**	Comp Electronics	**53**	Hotel-Restaurant Management	**73**	Photography
16	Administration Asst Secretary	**97**	Computer Info Technology	**103**	Interior Design	**11**	Quality Technology
55	Animation	**77**	Comp Networking	**35**	Journalism	**58**	Real Estate
45	Architecture	**60**	Computer Science	**22**	Library Media Technology	**74**	RTVF
24	Athletic Training	**22**	Drafting Technology	**26**	Manufacturing Technology	**56**	Welding
30	Biotechnology	**65**	EMT	**29**	Marketing & Sales	**625**	Other (list below)
84	Bookkeeping / Accounting	**17**	Environmental Control	**16**	Medical Assistant		See Appendix C
308	Business Management	**140**	Fire Science	**33**	Multimedia		
239	Child Development	**59**	Graphic Design	**224**	Nursing		

9. Please indicate how satisfied you are with services provided in each of the following areas?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Course Offerings	106	190	611	1484	597
Student Support & Assistance	93	106	931	1265	545
Class Availability	199	506	826	1082	356
Instructional Equipment	100	108	839	1385	523
Facilities	78	107	656	1519	608
Other See Appendix C	116	52	63	76	131

Thank you for your participation in this important survey!

Appendix C: Text of Open-ended Questions

Open-ended Question 8 (other):

Please indicate your major program of study.

Survey #	Response
6770	AA
1407	Accounting
6162	Acting
1408	Advertisement
1A	Advertising
3227	American Sign Language
3504	American Sign Language
6990	American Sign Language
6987	Animal Science
2589	Anthropology
7763	Art-Graphic Design
79	Art
4496	Art
6436	Art
6444	Art
250	Art
6433	Art
7514	Art
7311	Art
7289	Art
7310	Art
5509	Art
1680	Art
5980	Art
5634	Art
781	Art/Design
6449	Art/Graphic Design
5243	Auditing one class
5233	Bachelor's English
3795	Basic employment skills
5831	Basic job skills
4260	Biblical counseling
4470	Bio Major
3111	Biological Sciences
3008	Biology
3012	Biology
4440	Biology
993	Biology
5242	Biology
1794	Biology
2594	Biology
6231	Biology
2613	Biology with focus on single subject teaching credential

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6257	Biology/Medicine
5606	Biology/Psychology
4716	Business-Economics
4696	Business-Law
2360	Business-Law
2162	Business
7730	Business
6089	Business Admin.
4870	Business Administration
4962	Business Administration
1035	Business Administration
7906	Business Finance
5924	Business/Communications
4572	Business/Communications & English Transfer
1043	Business/Finance
1595	Changed from E.M.T to Fire Science
6537	Child Psychology
6374	Cinema
4235	CIT Administrative Assistant
5694	CNC Programmer
533	Communication Studies
536	Communications
1050	Communications
1056	Communications
3533	Communications
5193	Communications
3534	Communications
7984	Communications
1274	Communications
4112	Communications
6841	Communications
6642	Communications
2608	Communications
5960	Communications
5953	Communications
5945	Communications
5954	Communications
2577	Communicative Disorders
3505	Communicative Disorders
1733	Comp/Biology
4238	Computer
4429	Computer Engineer
6160	Computer Graphics
4641	Concurrent high school student
4662	Concurrent high school student
4264	Costume Design
854	Criminal Psychology
222	Criminology
5928	Criminology
1907	Dance

6523	Dance
6530	Deaf Studies-Sign Language
4640	Deaf Studies
6595	Deaf Studies
3861	Deaf Studies
6984	Deaf Studies
6983	Deaf Studies
6991	Deaf Studies
1784	Dental Hygienist
4447	Dental Hygiene
4458	Dental Hygiene
5661	Design Engineer
2638	Doctor
914	Economics
6939	Economics
6944	Economics
5604	Economics
5078	Education
5079	Education
6513	Education
1884	Electrical Engineering
4884	Elementary Education
2428	Elementary Education
5833	Employment
1639	Engineering
3623	Engineering
3627	Engineering
4335	Engineering
4580	Engineering
5062	Engineering
443	Engineering
436	Engineering
2262	Engineering
1649	Engineering
1647	Engineering
1638	Engineering
1646	Engineering
1644	Engineering
7009	Engineering
4961	Engineering
446	Engineering
1671	Engineering
1889	Engineering
1876	Engineering
1887	Engineering
1885	Engineering
1886	Engineering
1875	Engineering
1878	Engineering
1880	Engineering

1883	Engineering
1882	Engineering
1881	Engineering
1438	Engineering
1642	Engineering
1640	Engineering
1645	Engineering
1439	Engineering
1441	Engineering
1436	Engineering
1437	Engineering
1434	Engineering
1440	Engineering
1641	Engineering
7616	Engineering
5978	Engineering
6155	Engineering
1643	ENGR
2345	English-Polisci-History
1065	English
4444	English
1850	English
6634	English
6633	English
2587	English
6170	English
6180	English
6434	English Education-Anthropology-Linguistics-Creative Writing
3868	English/Education
6520	Entertainment
6524	Entertainment
3675	Extending my learning
4491	Fashion Design
5432	Fashion Design
6238	Fashion Design
6402	Film
5958	Film
6156	Film
1264	Film Studies
1844	Film/Cinema
5237	Film/Radio
4118	Finance
2063	Finance
7912	Finance
4211	Finance
7288	Fine Arts- Sculpture
4423	Fine Arts
6435	Fine Arts
2187	Fire fighter
5616	Fire Science

2185	Fire Tech
2448	Fire Tech
2703	Fire Technology
6509	Foreign language
212	Forensics
4486	Game Design
4266	Gen Ed.
4270	Gen. Ed
1333	General
2353	General
1592	General Ed.
3743	General Ed.
3514	General Education
4432	General Education
2691	General Education
4692	General Education
176	General Education
2354	General Education
2462	General Education
6491	General Education
3124	General Education
852	General Education
4589	General Education
4778	General Education
5240	General Education
6212	General Education
6342	General Education
7573	General Education
7578	General Education
2615	General Education
4780	General Education
6691	General Education
5601	General Education
6182	General Education
5636	General Education
6185	General Education
6157	General Education
136	General Sciences
6517	General studies
6515	General studies
3858	Geography
6448	Graphic Design
4281	Graphic Design
6824	Have Degree
4720	Health Administration
4455	Health Science
1841	Health Science
5835	Health Science
1778	Health Science
6956	Health Science

5935	Health Science
4263	Health Sciences
6270	Health Sciences
6771	High School-concurrent enrollment
3237	High School
3236	High School
6527	High School
7074	History
155	History
3338	History
858	History
4637	History
5503	History
4446	Holistic Health
383	HRMGT
1787	Human Biology
4903	Humanities
5787	Hygienist
5983	IGETC
5609	IGETC
2643	Industrial Tech.
4552	Industrial Technology
5663	Int'l Business
437	Interior Design
1769	Kinesiology
3725	Kinesiology
4256	Kinesiology
3552	Landscape planning and design.
887	Law
3234	Law
5598	Law
3681	Learning computer skills for the first time
2307	Leisure Studies
3233	Liberal Acts Teacher
4332	Liberal Arts
7835	Liberal Arts
6852	Liberal Arts
3494	Liberal Arts
3495	Liberal Arts
4607	Liberal Arts
5232	Liberal Arts
4939	Liberal Arts
788	Liberal Arts
6375	Liberal Arts
4933	Liberal Arts/Elementary Education
2016	Liberal Studies- Elementary Education
203	Liberal Studies
903	Liberal Studies
2166	Liberal Studies
3719	Liberal Studies

3724	Liberal Studies
7038	Liberal Studies
7078	Liberal Studies
2060	Liberal Studies
2040	Liberal Studies
7070	Liberal Studies
6814	Liberal Studies
6815	Liberal Studies
6862	Liberal Studies
6848	Liberal Studies
3235	Liberal Studies
3229	Liberal Studies
3496	Liberal Studies
4880	Liberal Studies
4612	Liberal Studies
7235	Liberal Studies
4392	Liberal Studies
4610	Liberal Studies
6608	Liberal Studies
6284	Liberal Studies
4938	Liberal Studies
2288	Liberal Studies
3857	Liberal Studies
6528	Liberal Studies
6518	Liberal Studies
1246	Liberal Studies
1555	Liberal Studies
2578	Liberal Studies
4584	Liberal Studies
5779	Liberal Studies
5204	Liberal Studies
1569	Major- Rad. Tech./Minor- Athletic Training
175	Marine Biology
3232	Marine Biology
6263	Marine Biology
4834	Marketing
1379	Math
3112	Math
7517	Mathematics
2607	Mathematics
5971	Mathematics
3547	Mechanical Engineer
1693	Mechanical Engineer
259	Mechanical Engineering
7929	Mechanical Engineering
1874	Medical
3003	Medical Terminology
3001	Medical Transcribing
2995	Medical Transcription
2396	Meteorology

4636	Military
1394	Music
3628	Music
6823	Music
6493	Music
2887	Music
3350	Music
2892	Music
4874	Music
6372	Music
2726	Music
2721	Music
2723	Music
2717	Music
2719	Music
2720	Music
2727	Music
2718	Music
1699	Music
6694	Music business
4443	Music
3502	N-A
4562	N/A
6440	N/A
3501	N/A
3500	N/A
5483	N/A
3678	N/A
5624	N/A
4243	Natural Science or General Education
326	Need a Water Distribution III class
7179	Networking
6343	No major- Have M.A. and post-grad study
6982	No major
4707	None
6494	None
2300	None
6677	None
3958	None
5418	None
6153	None
2421	None yet
4452	Not decided
2433	Nothing
166	Nursing
5012	Nursing Program
2427	Nutrition
4449	Nutrition
1782	Nutrition/Undecided
4605	Personal

3721	Personal Enrichment
2815	Personal Growth
4967	Personal interests
3762	Personal training
3002	Pharmacy Technician
6671	Philosophy
5929	Philosophy
3809	Philosophy/English
5282	Photojournalism
7848	Physical Education
6175	Physical Therapy
2598	Physician's Assistant
6277	Physics
7925	Pleasure/Learn Craft
6461	Political Science
1351	Political Science - International Relations
1276	Political Science
7928	Political Science
4773	Political Science
5622	Political Science
4487	Political Science/Game Design
4278	Pre-Med
6820	Pre-Med
1827	Pre-Med
4544	Psychobiology
4265	Psychology
905	Psychology
1330	Psychology
2989	Psychology
3532	Psychology
3744	Psychology
5594	Psychology
7063	Psychology
6821	Psychology
6856	Psychology
6853	Psychology
3478	Psychology
3984	Psychology
3993	Psychology
2347	Psychology
988	Psychology
7519	Psychology
860	Psychology
1779	Psychology
1793	Psychology
1576	Psychology
1922	Psychology
2290	Psychology
5492	Psychology
6516	Psychology

2605	Psychology
4368	Psychology
6957	Psychology
6951	Psychology
7615	Psychology
1086	Psychology
1101	Psychology
5964	Psychology
5647	Psychology
5600	Psychology
5949	Psychology
5926	Psychology
5989	Psychology
5630	Psychology
6323	Psychology
4124	Real Estate
3801	Real Estate
6510	Recreation Leisure
890	See Survey
4420	See Survey
4565	See Survey
6274	See Survey
5990	See Survey
5955	See Survey
2637	Self improvement
15	Self improvement
963	Set Design
1697	Singing
2284	Soc Science
6963	Social Science- History
2707	Social Science
7814	Social Science
4014	Social Science
863	Social Science
1574	Social Science
6842	Social Sciences
3549	Social Sciences
4016	Social Studies
891	Social Work
3497	Social Worker
1358	Sociology
4324	Sociology
4422	Sociology
5310	Sociology
6843	Sociology
3999	Sociology
3988	Sociology
6334	Sociology
1925	Sociology
3863	Sociology

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783	Sociology
6519	Sociology
4776	Sociology
3973	Sociology
6418	Sociology
1744	Sociology
1687	Sociology
5987	Sociology
6163	Sociology
6192	Sociology
7834	Sound Effects Editing
4818	Spanish
3720	Speech Therapy
1581	Sports Medicine- Athletic Training
7291	Staff
3736	still 16
3735	Still HS student
6152	Still in high school
804	Study for work
1760	Teacher
6822	Teacher
4764	Teacher
7358	Teacher
6411	Teaching
1063	Teaching
7061	Teaching
7259	Teaching
5844	Teaching
1796	Teaching
6412	Teaching
6981	Teaching
3862	Teaching credential CSUB
4390	Teaching Credentials
4606	Teaching Credentials
4570	Teaching Special Ed
779	Theater
539	Theatre
6769	Theatre
2430	Theatre
3769	Theatre
2580	Theatre
7983	Theology
4545	Transfer from university- taking class for interest
4500	Transfer GE
2344	Undecided- Just General Education
1062	Undecided
1764	Undecided
3737	Undecided
3738	Undecided
4445	Undecided

4269	Undecided
6985	Undecided
5085	Undecided
200	Undecided
1406	Undecided
2417	Undecided
2420	Undecided
3516	Undecided
3526	Undecided
3530	Undecided
4323	Undecided
4563	Undecided
4643	Undecided
4646	Undecided
4649	Undecided
5556	Undecided
7676	Undecided
7830	Undecided
7844	Undecided
7828	Undecided
133	Undecided
7817	Undecided
962	Undecided
1295	Undecided
956	Undecided
5064	Undecided
2042	Undecided
6356	Undecided
241	Undecided
172	Undecided
148	Undecided
6864	Undecided
6837	Undecided
6855	Undecided
3240	Undecided
6422	Undecided
6432	Undecided
3483	Undecided
4666	Undecided
2358	Undecided
2377	Undecided
6749	Undecided
6748	Undecided
6492	Undecided
2897	Undecided
2891	Undecided
3126	Undecided
847	Undecided
7290	Undecided
4547	Undecided

6248	Undecided
4236	Undecided
4213	Undecided
6262	Undecided
1847	Undecided
944	Undecided
5840	Undecided
7939	Undecided
1797	Undecided
4796	Undecided
1788	Undecided
1786	Undecided
6637	Undecided
6631	Undecided
6552	Undecided
6542	Undecided
6541	Undecided
1668	Undecided
1667	Undecided
2281	Undecided
1660	Undecided
1673	Undecided
7785	Undecided
4784	Undecided
4583	Undecided
6961	Undecided
6947	Undecided
6941	Undecided
6972	Undecided
7092	Undecided
3959	Undecided
3553	Undecided
3550	Undecided
4909	Undecided
6417	Undecided
4910	Undecided
5197	Undecided
1681	Undecided
3794	Undecided
5985	Undecided
5991	Undecided
5643	Undecided
5648	Undecided
5970	Undecided
5613	Undecided
5644	Undecided
5646	Undecided
5628	Undecided
6181	Undecided
6193	Undecided

5626	Undecided
5596	Undecided
5638	Undecided
6177	Undecided
3197	Undecided
5974	Undecided
5625	Undecided
5512	Undecided/General Ed.
2258	Undeclared
6988	Undeclared
6989	Undeclared
87	Unstated
7721	Unsure
1055	US History
3728	Veterinary
805	Water
802	Water 105
809	Water Distribution
325	Water Distribution and Treatment
812	Water District
800	Water System Tech.
323	Water System Technology
333	Water Systems Technology
335	Water Works
337	Water Works Math

Open-ended Question 9 (other):

Please indicate how satisfied you are with services provided in each of the following areas.

Survey #	Response
3622	0
7447	A parking structure would be nicer.
3552	Access Center
708	Administration Office
3872	Administrative Competence
6690	Air-conditioning
6941	Arcade
7237	Availability of Saturday classes
1414	Bathrooms
7401	Bathrooms
2460	Bathrooms/Parking
1997	Bathrooms/Parking
2419	Book costs
962	Book Expense
1039	Book prices
7831	Book Prices
7834	Book Prices

2235	Books
7724	Bookstore- Three weeks into my classes and I finally got all my books.
4691	Bookstore
7555	Budget Cut
7292	C.O.C Registration online
4325	Cafeteria
5992	Cafeteria
5193	Cafeteria
6947	Cafeteria food
1511	Campus
1317	Cancel of next term classes
1327	Canceling my classes for AJ
1328	Canceling of AJ classes
3116	Cancellation of classes
1349	Cancelled AJ 185
1392	Cancelled AJ classes
6268	Canceling classes
424	Canceling Classes
5520	Class size
7984	Class sizes
7363	Class times
5437	Class timing
4456	Classes being dropped
339	COC Access Center
4662	Coffee
4796	College grounds access
3531	Cost of books
3336	Cost of books
1549	Cost of books
5237	Cost of books
1064	Counselors
7613	Counselor availability
3863	Counselors- Transfer help and information
2890	Counselors
483	Counseling
4846	Counseling
6432	Counseling
5432	Courses for fashion design
6436	DSPS
7556	EOPS
2257	Everything
4489	Everything else
1999	Facilitator
4610	Faculty
2025	Financial Aid
4046	Financial Aid
4457	Financial aid for middle class
6435	Financial Aid special circumstances
5557	Fire tech class. Days and times.
7523	Food

2229	Food
6948	Food
4486	Food
4487	Food
3538	Food selection
1567	Food Selection
7892	Food Services
2719	Future class cuts
7575	Good selection of on-line classes
7664	Great instructors
3644	Hands on training
4874	I think it's not a good thing to cut so many graduation required music classes.
963	I.D. Teachers
66	Information on what's going on
2397	Instruction
947	Instruction
2447	Instruction Quality
5781	Instructor- [instructor's name]
6530	Instructor
64	Instructor
3764	Instructor
4885	Instructor
7132	Instructor Performance
6215	Instructor Quality
7813	Instructors
300	Instructors
2144	Instructors
7794	Instructors
7402	Instructors
7414	Instructors
3114	Instructors
1835	Instructors
5837	Instructors
3588	Instructors
5298	Instructors
6332	Instructors
6350	Instructors
3869	Instructors
2223	Instructors
6640	Instructors
5774	Instructors
3966	Instructors
1679	Instructors
7451	Instructors
1100	Instructors
1056	Instructors
2723	Instructors
3769	Instructors
7854	Instructors and staff
7433	Instructors for Nursing 101A and 101AL

7445	Instructors in Nursing Program
960	Internships- I.D.
4243	Janitorial service is poor
6259	[instructor's name]
4498	Lab hours
3964	Lab hours
4914	Lab opportunities
6179	Lab times
2717	Lack of music classes
5973	Layout of south parking
7514	Library's study group rooms
2418	Library
5605	Library hours
4284	Link between Interior Design and Graphic Design
3738	Location
3744	Location at Canyon Country
1547	Material for hands-on is mostly unavailable.
1366	Math 070
5934	Math class availability
4621	More classes after 5:00 P.M.
6318	More evening classes- to get certificate
7288	More Fine Arts classes
4613	More security after 9:00 p.m.
995	Music Program
5508	N/A
3793	N/A
88	Need a morning on weekdays and an afternoon on Saturday.
7526	Need Auto Shop
341	Need higher math for water operations
6419	Need more bathrooms
5983	Need more counseling appointments
7925	Need more night classes
486	Need to provide more math and English classes.
6748	Needs to be cleaner especially in common areas.
6250	New equipment- Time to update
5199	No bathrooms in I building
349	Noisy construction during class time
7280	Not enough bathrooms and the ones you do have aren't clean
4269	Not sure
5839	Notification of cancelled classes
1035	Number of classes offered
4737	Nursing Administrators
7425	Nursing Program
4962	Options for classes
3481	Overall
971	Overall
6665	Parking- The entrance and exit
4341	Parking
3405	Parking
1877	Parking

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6990	Parking
1409	Parking
2431	Parking
2991	Parking
3007	Parking
6447	Parking
6452	Parking
7806	Parking
4711	Parking
2065	Parking
2050	Parking
420	Parking
3983	Parking
3990	Parking
4669	Parking
2443	Parking
2147	Parking
6886	Parking
986	Parking
4871	Parking
7248	Parking
1995	Parking
1853	Parking
6265	Parking
6598	Parking
3595	Parking
1781	Parking
6551	Parking
7362	Parking
7359	Parking
119	Parking
6940	Parking
6664	Parking
6396	Parking
6041	Parking
5986	Parking
5633	Parking
5635	Parking
4844	Parking
1118	Parking
4835	Parking
5925	Parking
4870	Parking
7906	Parking
1645	Parking
5616	Parking
6461	Parking
3497	Parking
6956	Parking and permit prices
2996	Parking is much better

969	Parking Price
6597	Parking spaces and exit/entrance
79	Part time on campus
130	Placement Test Center
2225	Please don't cancel anymore classes
6261	Population- Classes too big
1595	Price of books
1364	Prices
353	Psych Course
481	Quality of teachers
6460	Quality of teaching staff
7827	Ramps and smoother concrete for handicapped
4266	Registration Office
5594	Registration for classes
3200	Resources
81	Restrooms
7763	Scholarships for international students
6449	Scholarships for international students
3453	School expenses
5593	School fees for international students
948	Security
695	Security
1598	See Survey
2677	See Survey
953	See Survey
967	See Survey
4675	See Survey
6272	See Survey
6402	See Survey
5964	See Survey
4565	See Survey
5955	See Survey
3550	See Survey
6670	Seems customer service is not a factor of concern at this school
7522	Shaded structure with seating from sun and rain- near village
6699	Signing up for classes
4703	Size of class- too small
7187	Some classes aren't offered at the extension canyon country library
863	Some teachers are really good- others just read from the book
2417	Spanish 101 with [instructor's name]
5639	Sports
4270	Sports Programs
7059	Staff
2346	Staff
7528	Staff
7783	Staff
6687	Staff
788	Staff
5282	Staff
1065	Staff/Faculty

1507	Star Registration
1041	Summer and Winter courses offered
2462	Syllabus is inaccurate
2031	Teacher's help a lot
3504	Teacher- [instructor's name]
422	Teacher
2614	Teacher response
2997	Teachers
3786	Teachers
4645	Teachers
3442	Teachers
7627	Teachers
7056	Teachers
4923	Teachers
6629	Teachers
3876	Teachers
651	Teachers
7424	Teachers
6983	Teachers
1889	Teachers
7817	Teachers
7793	Teachers are very talented.
6374	Teaching
219	The cancel of classes
6636	The number of assistants available
5979	TLC lab
4761	TLC Lab
1876	TLC Lab
6844	Too hot- air doesn't flow properly
906	Too many people in the classes
5522	Too much state/red-tape
787	Traffic
3443	Transferred from A.V. because C.O.C. has a better program and instructors.
4148	Transportation
7512	Vending Machine
7291	Vending machines
742	Very satisfied with instructors- 6 of my DAT classes were cancelled
3493	Wasted money on paper. Could be used for other things.

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